

metric replication project should be continued. The replication effort may be extended, as necessary, until the Commission's requirements for quality reporting from BA-NY are satisfied.

In addition, CLECs upon a showing of good cause will have the right to challenge the accuracy of the data and/or scores related to any measure BA-NY reports in the monthly summary reports. (See Appendix G.) In the event of such a challenge, BA-NY will employ an independent outside auditor that will conduct a review of the challenged material. If the outside auditor finds that no material errors were made in the reporting of the data and/or scores, the CLEC initiating the audit will be responsible for paying all costs associated with the audit. If the CLEC's claim is sustained, BA-NY will be responsible for the payment of such costs.

III. FULLY INTEGRATED DOCUMENT

The terms and provisions of this Plan are submitted in their entirety to the Commission for approval. This Plan represents a fully integrated statement of the commitments BA-NY will undertake, including the payment of bill credits for unsatisfactory performance under the measures. It is not offered to the Commission for approval on a piecemeal basis.

APPENDIX A

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1. Measures and Weights
2. Assignment of Dollars at Risk to MOE Categories on Monthly and Annual Basis
3. Minimum and Maximum Bill Credit Table

APPENDIX A – MODE OF ENTRY

1. Measures and Weights

Table A-1-1: Resale

Table A-1-2: Unbundled Network Elements

Table A-1-3: Interconnection Trunks

Table A-1-4: Collocation

Note: **BOLD** indicates Critical Measure

Table A-1-1: Resale - Mode of Entry Weights

PO	Pre-Ordering	Weight
1-01	Customer Service Record	15
1-02	Due Date Availability	5
1-03	Address Validation	5
1-04	Product and Service Availability	5
1-05	Telephone Number Availability and Reservation	5
1-06	Facility Availability (Loop Qualification)	5
2-02	OSS System Availability - Prime	20
3-02	% Answered within 30 Seconds - Ordering	10
3-04	% Answered within 30 Seconds - Repair	10
OR	Ordering	
1-02	% On Time LSRC - Flow Through - POTS	40
1-04	% OT LSRC <10 Lines (Elec. - No Flow Through) - POTS	10
1-04	% OT LSRC <10 Lines (Elec. - No Flow Through) - Specials	5
1-06	% On Time LSRC >= 10 Lines (Electronic) - POTS	10
1-06	% On Time LSRC >= 10 Lines (Electronic) - Specials	5
2-02	% On Time LSR Reject - Flow Through - POTS	30
2-04	% OT LSR Reject <10 Lines (Elec.-No Flow Through)-POTS	30
2-04	% OT LSR Reject <10 Lines (Elec.-No Flow Through)-Specials	5
2-06	% On Time LSR Reject >=10 Lines (Electronic) - POTS	10
2-06	% On Time LSR Reject >=10 Lines (Electronic) - Specials	5
4-09	% SOP to Bill Completion Notice Sent Within 3 Business Days	30
5-03	% Flow Through Achieved	20
6-03	% OT Accuracy - LSRC	10
PR	Provisioning	
3-08	% Completed w/in 5 Days (1-5 lines - No Dispatch) - POTS	10
3-09	% Completed w/n 5 Days (1-5 lines - Dispatch) - POTS	5
4-01	% Missed Appointment - BA - Total - Specials	10
4-02	Average Delay Days - Total - POTS	10
4-02	Average Delay Days - Total - Specials	10
4-04	% Missed Appointment - BA - Dispatch - POTS	10
4-05	% Missed Appointment- BA - No Dispatch - POTS	20
5-01	% Missed Appointment - Facilities - POTS	10
5-01	% Missed Appointment - Facilities - Specials	10
5-02	% Orders Held for Facilities > 15 days - POTS	5
5-02	% Orders Held for Facilities > 15 days - Specials	5
6-01	% Installation Troubles within 30 days - POTS	15
6-01	% Installation Troubles within 30 days - Specials	15
MR	Maintenance & Repair	
1-01	Average Response Time - Create Trouble	5
1-03	Average Response Time - Modify Trouble	5
1-04	Average Response Time - Request Cancellation of Trouble	5
1-06	Average Response Time - Test Trouble (POTS only)	5
2-01	Network Trouble Report Rate - Specials	10
2-02	Network Trouble Report Rate - Loop (POTS)	10
3-01	% Missed Repair Appointments - Loop	20
3-02	% Missed Repair Appointments - Central Office	5
4-01	Mean Time to Repair - Specials	20
4-02	Mean Time to Repair - Loop Trouble	15
4-03	Mean Time to Repair - CO Trouble	5
4-08	% Out of Service > 24 Hours - POTS	20
4-08	% Out of Service > 24 Hours - Specials	10
5-01	% Repeat Reports w/in 30 days - POTS	15
5-01	% Repeat Reports w/in 30 days - Specials	15
BI	Billing	
1-01	% DUF in 4 Business Days	10
		600

Table A-1-2: Unbundled Network Elements - Mode of Entry Weights

PO	Pre-Ordering	Weight
1-01	Customer Service Record	15
1-02	Due Date Availability	5
1-03	Address Validation	5
1-04	Product and Service Availability	5
1-05	Telephone Number Availability and Reservation	5
1-06	Facility Availability (Loop Qualification)	5
2-02	OSS Interface Availability - Prime	20
3-02	% Answered within 30 Seconds - Ordering	10
3-04	% Answered within 30 Seconds - Repair	10
OR	Ordering	
1-02	% On Time LSRC - Flow Through - POTS	40
1-04	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS	10
1-04	% OT LSRC<10 Lines (Elec.-No Flow Through)-Specials	5
1-04	% OT LSRC<10 Lines (Elec.-No Flow Through)-Complex	0
1-06	% On Time LSRC >=10 Lines (Electronic) - POTS	10
1-06	% On Time LSRC >=10 Lines (Electronic) - Specials	5
1-06	% On Time LSRC >=10 Lines (Electronic) - Complex	0
2-02	% On Time LSR Reject - Flow Through - POTS	30
2-04	% OT LSR Reject<10 lines (Elec.-No Flow Through)-POTS	30
2-04	% OT LSR Reject<10 lines (Elec.-No Flow Through)-Specials	5
2-04	% OT LSR Reject<10 lines (Elec.-No Flow Through)-Complex	0
2-06	% On Time LSR Reject >= 10 Lines (Electronic) - POTS	10
2-06	% On Time LSR Reject >= 10 Lines (Electronic) - Specials	5
2-06	% On Time LSR Reject >= 10 Lines (Electronic) - Complex	0
4-09	% SOP to Bill Completion Sent Within 3 Business Days	30
5-03	% Flow Through - Achieved	20
6-03	% OT Accuracy LSRC	10
PR	Provisioning	
3-08	% Completed w/in 5 Days (1-5 lines-No Dispatch)-UNE-P/Other	5
3-09	% Completed w/in 5 Days (1-5 lines-Dispatch)-UNE-P/Other	10
4-01	% Missed Appointment - BA - Total - Specials	10
4-01	% Missed Appointment - BA - Total - EEL	10
4-01	% Missed Appointment - BA - Total - IOF	10
4-02	Average Delay Days - Total - POTS	10
4-02	Average Delay Days - Total - Specials	10
4-02	Average Delay Days - Total - Complex	10
4-04	% Missed Appointment - BA - Dispatch - Platform	10
4-04	% Missed Appointment - BA - Dispatch - New Loop	10
4-04	% Missed Appointment - BA - Complex	10
4-05	% Missed Appointment- BA - No Dispatch - Platform	20
4-05	% Missed Appointment- BA - No Dispatch - Complex	10
4-06	% On Time Performance - Hot Cut	20
5-01	% Missed Appointment - Facilities - POTS	10
5-01	% Missed Appointment - Facilities - Specials	10
5-02	% Orders Held for Facilities > 15 days - POTS	5
5-02	% Orders Held for Facilities > 15 days - Specials	5
6-01	% Installation Troubles within 30 days - POTS Other	15
6-01	% Installation Troubles within 30 days - Specials	15
6-02	% Installation Troubles within 7 days - Hot Cut Loops	15

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MR	Maintenance & Repair	
1-01	Average Response Time - Create Trouble	5
1-03	Average Response Time - Modify Trouble	5
1-04	Average Response Time - Request Cancellation of Trouble	5
1-06	Average Response Time - Test Trouble (POTS only)	5
2-01	Network Trouble Report Rate - Specials	10
2-02	Network Trouble Report Rate - Loop (POTS)	10
3-01	% Missed Repair Appointments - Loop	20
3-02	% Missed Repair Appointments - Central Office	5
4-01	Mean Time to Repair - Specials	20
4-02	Mean Time to Repair - Loop Trouble	15
4-03	Mean Time to Repair - CO Trouble	5
4-08	% Out of Service > 24 Hours - POTS	20
4-08	% Out of Service > 24 Hours - Specials	10
5-01	% Repeat Reports w/in 30 days - POTS	15
5-01	% Repeat Reports w/in 30 days - Specials	15
BI	Billing	
1-01	% DUF in 4 Business Days	10
		695

Table A-1-3: Interconnection - Mode of Entry Weights

OR-	Ordering	Weight
1-12	% On Time Firm Order Confirmations	15
1-13	% On Time Design Layout Record	10
2-12	% On Time Trunk ASR Reject	10
PR-	Provisioning	
4-01	% Missed Appointment - BA - Total	20
4-02	Average Delay Days - Total	10
4-07	% On Time Performance - LPN only	20
5-01	% Missed Appointment - Facilities	10
5-02	% Orders Held for Facilities > 15 Days	10
6-01	% Installation Troubles w/in 30 Days	15
MR-	Maintenance & Repair	
4-01	Mean Time to Repair - Total	20
5-01	% Repeat Reports w/in 30 Days	10
NP-	Network Performance	
1-03	# of Final Trunk Groups Blocked 2 Months	10
1-04	# of Final Trunk Groups Blocked 3 Months	20
		180

Table A-1-4: Collocation - Mode of Entry Weights

NP-	Network Performance	Weight
2-01	% OT Response to Request for Physical Collocation	10
2-02	% OT Response to Request for Virtual Collocation	10
2-05	% On Time - Physical Location	20
2-06	% On Time - Virtual Location	20
2-07	Average Delay Days - Physical	20
2-08	Average Delay Days - Virtual	20
		100

2. Mode of Entry: Dollars At Risk – \$75,000,000

	RESALE	UNE	COLLOCATION	TRUNKS
Monthly	\$937,500	\$3,750,000	\$208,333	\$1,354,167
Annual	\$11,250,000	\$45,000,000	\$2,500,000	\$16,250,000

3. Minimum and Maximum Bill Credit Tables:

Table A-3-1: Resale

Table A-3-2: Unbundled Network Elements

Table A-3-3: Interconnection Trunks

Table A-3-4: Collocation

Table A-3-1: Resale

- Maximum of \$ 11,250,000 per year
- Maximum Credit Performance Score "X" = -0.670
- Minimum threshold = -0.1908
- Mid-point between minimum and maximum = -0.4304

Score Range		Monthly Dollars:
<	And ≥	
	-0.1908	\$0
-0.1908	-0.2160	\$187,500
-0.2160	-0.2412	\$226,974
-0.2412	-0.2664	\$266,447
-0.2664	-0.2917	\$305,921
-0.2917	-0.1369	\$345,395
-0.1369	-0.3421	\$384,868
-0.3421	-0.3673	\$424,342
-0.3673	-0.3926	\$463,816
-0.3926	-0.4178	\$503,289
-0.4178	-0.4430	\$542,763
-0.4430	-0.4682	\$582,237
-0.4682	-0.4934	\$621,711
-0.4934	-0.5187	\$661,184
-0.5187	-0.5439	\$700,658
-0.5439	-0.5991	\$740,132
-0.5991	-0.5973	\$779,605
-0.5973	-0.6196	\$819,079
-0.6196	-0.6448	\$858,553
-0.6448	-0.6700	\$898,026
-0.6700		\$937,500

Table A-3-2: Unbundled Network Elements

- Maximum of \$ 45,000,000 per year
- Maximum Credit Performance Score "X" = -0.670
- Minimum threshold = -0.1904
- Mid-point between minimum and maximum = -0.4302

Score Range		Monthly Dollars:
<	And ≥	
	-0.1904	\$0
-0.1904	-0.2157	\$750,000
-0.2157	-0.2409	\$907,895
-0.2409	-0.2662	\$1,065,789
-0.2662	-0.2914	\$1,223,684
-0.2914	-0.3166	\$1,381,579
-0.3166	-0.3419	\$1,539,474
-0.3419	-0.3671	\$1,697,368
-0.3671	-0.3924	\$1,855,263
-0.3924	-0.4176	\$2,013,158
-0.4176	-0.4428	\$2,171,043
-0.4428	-0.4681	\$2,328,947
-0.4681	-0.4933	\$2,486,842
-0.4933	-0.5186	\$2,644,737
-0.5186	-0.5438	\$2,802,632
-0.5438	-0.5690	\$2,960,526
-0.5690	-0.5943	\$3,118,421
-0.5943	-0.6195	\$3,276,316
-0.6195	-0.6448	\$3,434,211
-0.6448	-0.6700	\$3,592,105
-0.6700		\$3,750,000

Table A-3-3: Interconnection Trunks

- Maximum of \$ 16,250,000 per year
- Maximum Credit Performance Score "X" = -1.000
- Minimum threshold = -0.3014
- Mid-point between minimum and maximum = -0.6507

Score Range		Monthly Dollars:
<	And ≥	
	-0.3014	\$0
-0.3014	-0.3551	\$270,833
-0.3551	-0.4088	\$354,167
-0.4088	-0.4626	\$437,500
-0.4626	-0.5163	\$520,833
-0.5163	-0.5701	\$604,167
-0.5701	-0.6238	\$687,500
-0.6238	-0.6776	\$770,833
-0.6776	-0.7313	\$854,167
-0.7313	-0.7850	\$937,500
-0.7850	-0.8388	1,020,833
-0.8388	-0.8925	\$1,104,167
-0.8925	-0.9463	\$1,187,500
-0.9463	-1.0000	\$1,270,833
-1.0000		\$1,354,167

Table A-3-4: Collocation

- Maximum of \$ 2,500,000 per year
- Maximum Credit Performance Score "X" = -1.200
- Minimum threshold = 0
- Mid-point between minimum and maximum = -0.6

Score Range		Monthly Dollars:
<	And ≥	
	0	\$0
0.00000	-0.10	\$41,667
-0.10	-0.20	\$55,556
-0.20	-0.30	\$69,444
-0.30	-0.40	\$83,333
-0.40	-0.50	97,222
-0.50	-0.60	\$111,111
-0.60	-0.70	\$125,000
-0.70	-0.80	\$138,889
-0.80	-0.90	\$152,778
-0.90	-1.00	\$166,667
-1.00	-1.10	\$180,556
-1.10	-1.20	\$194,444
-1.20		\$208,333

APPENDIX B

Critical Measures:

		Resale	%	\$
OPERATIONAL				
1	metric	Response Time OSS Interface		\$151,042
	PO-1-01	Customer Service Record	37.5%	\$56,641
	PO-1-02	Due Date availability	12.5%	\$18,880
	PO-1-03	Address Validation	12.5%	\$18,880
	PO-1-04	Product and Service Availability	12.5%	\$18,880
	PO-1-05	Telephone Number Availability and Reservation	12.5%	\$18,880
	PO-1-06	Facility Availability (Loop Qualification)	12.5%	\$18,880
2	PO-2-02	OSS Interface Availability - Prime	100%	\$151,042
PROVISIONING				
4b		% Missed Appointment		\$151,042
	PR-4-01	% Missed Appointment - BA - Total - Specials	25.0%	\$37,760
	PR-4-04	% Missed Appointment - BA - Total - Dispatch - POTS	25.0%	\$37,760
	PR-4-05	% Missed Appointment - BA - Total - No Dispatch - POTS	50.0%	\$75,521
MAINTENANCE				
8		Mean Time To Repair		\$151,042
	MR-4-01	Mean Time To Repair - Specials	33.3%	\$50,347
	MR-4-02	Mean Time To Repair - Loop Trouble	25.0%	\$37,760
	MR-4-03	Mean Time To Repair - Central Office	8.3%	\$12,587
	MR-4-08	% Out Of Service > 24 Hours - POTS	33.3%	\$50,347
9		% Repeat Reports within 30 Days		\$151,042
	MR-5-01	% Repeat Reports w/in 30 days - POTS	50.0%	\$75,521
	MR-5-01	% Repeat Reports w/in 30 days - Specials	50.0%	\$75,521
		Total Dollars at Risk Monthly		\$755,208
		Total Dollars at Risk Annual		\$9,062,500

All bill credits in this section are at risk each month. Any bill credits assigned to a submetric that has no activity or is under development will be divided proportionately among the submetrics in the respective critical measures.

Critical Measures:

		UNE	%	\$
1				
	metric	Response Time OSS Interface		\$354,167
	PO-1-01	Customer Service Record	37.5%	\$132,813
	PO-1-02	Due Date availability	12.5%	\$44,271
	PO-1-03	Address Validation	12.5%	\$44,271
	PO-1-04	Product and Service Availability	12.5%	\$44,271
	PO-1-05	Telephone Number Availability and Reservation	12.5%	\$44,271
	PO-1-06	Facility Availability (Loop Qualification)	12.5%	\$44,271
2	PO-2-02	OSS Interface Availability - Prime	100%	\$354,167
3				
		Ordering Performance		\$354,167
	OR-1-02	% On Time LSRC - Flow Through (POTS)	25.0%	\$88,542
	OR-1-04	% On Time LSRC <10 lines (No Flow-Through) (POTS)	6.3%	\$22,135
	OR-1-06	% On Time LSRC >=10 lines (No Flow-Through) (POTS)	6.3%	\$22,135
	OR-2-02	% On Time Reject - Flow Through (POTS)	18.8%	\$66,406
	OR-2-04	% On Time Reject <10 lines (No Flow-Through) (POTS)	18.8%	\$66,406
	OR-2-06	% On Time Reject >=10 lines (No Flow-Through) (POTS)	6.3%	\$22,135
	OR-4-09	% SOP to Bill Completion Sent Within 3 Business Days	18.8%	\$66,406
4a				
	PR-4-01	% Missed Appointment - BA - Total - EEL	100%	\$177,083
4b				
		% Missed Appointment		\$177,083
	PR-4-01	% Missed Appointment - BA - Total - Specials	50.0%	\$88,542
	PR-4-04	% Missed Appointment - BA - Total - Dispatch - New Loops	50.0%	\$88,542
5	PR-4-05	% Missed Appt. - BA - No dispatch - Platform	100%	\$354,167
6				
		Hot Cut Performance	100%	\$708,333
	PR-4-06	% On Time - Hot Cut (adj. for missed appts. due to late LSRC)		
	PR-6-02	% Troubles within 7 Days - Hot Cut		
8				
		Mean Time To Repair		\$354,167
	MR-4-01	Mean Time To Repair - Specials	33.3%	\$118,056
	MR-4-02	Mean Time To Repair - Loop Trouble	25.0%	\$88,542
	MR-4-03	Mean Time To Repair - Central Office	8.3%	\$29,514
	MR-4-08	% Out Of Service > 24 Hours - POTS	33.3%	\$118,056
9				
		% Repeat Reports within 30 Days		\$354,167
	MR-5-01	% Repeat Reports w/in 30 days - POTS	50.0%	\$177,083
	MR-5-01	% Repeat Reports w/in 30 days - Specials	50.0%	\$177,083
12				
		xDSL Performance		\$354,167
	PO-8-01	Avg. Response Time - Manual Loop Qualification	12.5%	\$44,271
	PO-8-02	Avg. Response Time - Engineering Record Request	12.5%	\$44,271
	PR-4-14-18	% Completed on Time (See note A.)	62.5%	\$221,354
	PR-6-01	% Installation Troubles - xDSL Loops	12.5%	\$44,271
		Total Dollars at Risk Monthly		\$3,541,667
		Total Dollars at Risk Annual		\$42,500,000

Note A: Dollars at risk allocated across PR-4-14 to 18 based on number of orders reported in each measure for measures with missed standards

Note B: All bill credits in this section are at risk each month. Any bill credits assigned to a submetric that has no activity or is under development will be divided proportionately among the submetrics in the respective critical measures.

Note C: For Critical Measure No. 6 "Hot Cut Performance." No allocation of available bill credits is made between the submeasures. If one submeasure

Critical Measures

		Collocation	%	\$
11		Collocation		\$208,333
	NP-2-05/6	% On Time - Physical & Virtual	50.0%	\$104,167
	NP-2-07/8	Average Delay Days - Physical & Virtual	50.0%	\$104,167
		Total Dollars at Risk Monthly		\$208,333
		Total Dollars at Risk Annual		\$2,500,000

		Trunks	%	\$
4b		% Missed Appointment		\$436,198
	PR-4-01	% Missed Appointment - BA - Total - Trunks	100.0%	\$436,198
7	PR-4-07	% On Time Performance - UNE LNP		\$436,198
8		Mean Time To Repair		\$436,198
	MR-4-01	Mean Time To Repair - Trunks	100.0%	\$436,198
10		Final Trunk Group Blocked		\$436,198
	NP-1-03	Blocked 2 Months	33.3%	\$145,399
	NP-1-04	Blocked 3 Months	66.7%	\$290,799
		Total Dollars at Risk Monthly		\$1,744,792
		Total Dollars at Risk Annual		\$20,937,500

All bill credits in this section are at risk each month. Any bill credits assigned to a submetric that has no activity or is under development will be divided proportionately among the submetrics in the respective critical measures.

APPENDIX C

Performance Scores for Measures with Absolute Standards:

Metric #'s	Measure	0	-1	-2
1 and -1	OSS Response Time Measures	≤ 4 second difference	> 4 and ≤ 6 second difference	> 6 second difference
2-02	OSS System Availability - Prime	≥ 99.5%	≥ 98 and < 99.5%	< 98%
Table 2	Metrics with 95% standards	≥ 95%	≥ 90 and < 95%	< 90%
3	% Answered within 30 Seconds – Ordering & Repair	≥ 80%	≥ 75 and < 80%	< 75%
2-08 2-09	Collocation – Average Delay Days	≤ 6 Days	> 6 and ≤ 15 Days	> 15 Days
1-03 1-04	# of Final Trunk Groups Blocked for 2 and 3 Months	Final Interconnection Trunks meeting or exceeding blocking standard for one month	Any individual Final Interconnection Trunk group exceeding blocking standard for 2 months in a row	Any individual Final Interconnection Trunk group exceeding blocking standard for 3 months in a row

Example: If BA-NY were to perform at 97.0% for PO-2-02- OSS System Availability – Prime, in a month, then the performance score would be -2 for that measure.

Includes PO-1-01, PO-1-02, PO-1-03, PO-1-04, PO-1-05, PO-1-06, MR-1-01, MR-1-03, MR-1-04 and MR-1-06

The list Metrics with 95% Standard appears on the following page.

Table C-1-1: Performance Metrics with 95% Performance Standard:

<u>OR</u>	Ordering
1-02	% On Time LSRC - Flow Through - POTS - 2hrs
1-04	% OT LSRC<10 Lines (Elec.-No Flow Through) - POTS
1-04	% OT LSRC<10 Lines (Elec.-No Flow Through) - Specials
1-04	% OT LSRC<10 Lines (Elec.-No Flow Through) - Complex
1-06	% On Time LSRC >=10 Lines (Electronic) - POTS
1-06	% On Time LSRC >=10 Lines (Electronic) - Specials
1-06	% On Time LSRC >=10 Lines (Electronic) - Complex
1-12	% On Time Firm Order Confirmations
1-13	% On Time Design Layout Record
2-02	% On Time LSR Reject - Flow Through - POTS
2-04	% OT LSR Rej.<10 lines (Elec.-No Flow Through) - POTS
2-04	% OT LSR Rej.<10 lines (Elec.-No Flow Through) - Specials
2-04	% OT LSR Rej.<10 lines (Elec.-No Flow Through) - Complex
2-06	% On Time LSR Reject >= 10 Lines (Electronic) - POTS
2-06	% On Time LSR Reject >= 10 Lines (Electronic) - Specials
2-06	% On Time LSR Reject >= 10 Lines (Electronic) - Complex
2-12	% On Time Trunk ASR Reject
4-09	% SOP to Bill Completion Notice Sent Within 3 Business Days
5-03	% Flow Through Achieved
6-03	% OT Accuracy LSRC
<u>PR</u>	Provisioning
4-06	% On Time Performance - Hot Cut
4-07	% On Time Performance - LNP only
<u>BI</u>	Billing
1-01	% DUF in 4 Business Days
<u>NP</u>	Network Performance
2-01	% OT Response to Request for Physical Collocation
2-02	% OT Response to Request for Virtual Collocation
2-05	% On Time - Physical Location
2-06	% On Time - Virtual Location

**Table C-1-2: Allowable Misses for Small Sample Sizes for
Counted Variable Performance Measures with Absolute Standards**

A. Allowable Misses:

- If less than 20 items, find volume of items measured in Sample Size Column.
- If the number of misses falls under the Zero weight column, then the performance measure is given a weight of zero and not counted towards the total performance score.
- If the number of misses falls in the “0” column, a performance score of 0 is given the performance metric.
- If the number of misses falls into the “-1” column, the performance score for the metric is -1.
- If the number of misses falls into the -2 column, the performance score is -2.
- “NA” is not applicable

95% Standard:

Sample Size	Zero Weight	0	-1	-2
1	1	0	NA	NA
2	1	0	2	NA
3	1	0	2	3
4	1	0	2	3+
5	1	0	2	3+
6	1	0	2	3+
7	1	0	2	3+
8	1	0	2	3+
9	1	0	2	3+
10	1	0	2	3+
11	1	0	2	3+
12	1	0	2	3+
13	1	0	2	3+
14	1	0	2	3+
15	1	0	2	3+
16	1	0	2	3+
17	1	0	2	3+
18	1	0	2	3+
19	1	0	2	3+
20	NA	≤ 1	2	3+

B. CLEC Exception Process

Each month each CLEC will have the right to challenge the allowable misses or exclusions that BA-NY may exercise pursuant to the small sample size table for performance

measures with absolute standards. If a CLEC exercises this right, it must file a petition with the Commission demonstrating that the exclusion will have a significant impact on the operations of the CLEC's business and that BA-NY should not be allowed to exclude the event pursuant to the above table. BA-NY will have a right to respond to any such challenge by the CLECs. The Timeline for CLEC Exceptions will be the same as the Timeline for BA-NY Exceptions under the small sample size section in Appendix D. If a CLEC's Exception Petition is granted, the appropriate bill credits will be reflected on the CLEC's bill as soon as is practical.

APPENDIX D

STATISTICAL ANALYSIS

A. Statistical Methodologies:

The Performance Assurance Plan uses statistical methodologies as one means to determine if “parity” exists, or if the wholesale service performance for CLECs is equivalent to the performance for Bell Atlantic. For performance measures where “parity” is the standard and sufficient sample size exists, Bell Atlantic will use the “modified Z statistic” proposed by a number of CLECs who are members of the Local Competitors User Group (“LCUG”). A Z or t score of below -1.645 provides a 95% confidence level that the variables are different, or that they come from different processes. The specific formulas are as follows:

Measured Variables:	Counted Variables:
$t = \frac{\bar{X}_{CLEC} - \bar{X}_{BA}}{\sqrt{S_{BA}^2 \left(\frac{1}{n_{CLEC}} + \frac{1}{n_{BA}} \right)}}$	$Z = \frac{P_{CLEC} - P_{BA}}{\sqrt{P_{BA}(1 - P_{BA}) \left(\frac{1}{n_{CLEC}} + \frac{1}{n_{BA}} \right)}}$

Definitions:

Measured Variables are metrics of means or averages, such as mean time to repair, or average interval.

Counted Variables are metrics of proportions, such as percent measures.

\bar{X} is defined as the average performance or mean of the sample.

S is defined as the standard deviation.

n is defined as the sample size.

p is defined as the proportion, for percentages 90% translates to a 0.90 proportion.

¹ For metrics where higher numbers indicate better performance, this equation is reversed. These include: % Completed w/in 5 days – (1-5 lines – No Dispatch and % Completed w/in 5 days (1-5 lines – Dispatch)